

Serial No. 09/940,522

Docket No.: 1359.1052

IN THE ABSTRACT:

The Abstract as amended below with a replacement Abstract shows added text with underlining and deleted text with ~~striketrough~~.

Please DELETE the Abstract in its entirety and substitute the attached new Abstract.

There is provided a voice Interactive system for inputting user's voice information, conducting voice recognition with respect to the voice information, analyzing the contents of the voice information, controlling a transmission path of the voice information in accordance with the contents of the voice information, outputting a synthesized voice, extracting the contents of a response corresponding to the voice information by referring to a knowledge database, and creating the synthesized voice in accordance with the contents of a response, wherein in the case where it is monitored at all times whether or not user's interaction is being smoothly conducted, and when it is determined that the user's interaction is not being smoothly conducted, a third-party user is allowed to participate, as a helper, in the user's interaction, ~~as a helper.~~